# Survey Results: Animal and Plant Health Inspection Service



Dear Employee:

In August, 1998, almost 14,000 Federal employees from 48 different Government bureaus completed the first National Partnership for Reiventing Government Survey. This includes 318 people from the Animal and Plant Health Inspection Service. Here are some of the results of the survey.

This sheet highlights the results of the survey by comparing the responses from employees in our agency to the responses of all Federal employees who took the survey. The front page highlights where the government is doing well and where it need improvement. It also shows comparisons with the private sector. The back page of this sheet highlights how much progress our agency has made in reinventing government.

The results of this survey show that, while we have made a lot of progress, we still have a ways to go. With your commitment and participation, we can accomplish our reinvention mission: Create a government that works better, costs less, and gets the results Americans care about.

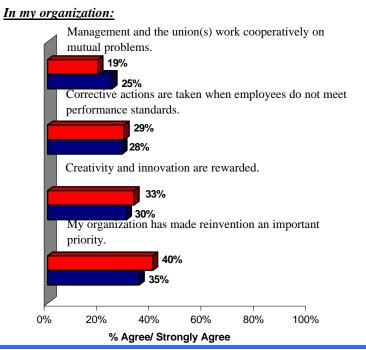
- Animal and Plant Health Inspection Service
- Government-wide Results

# Where the government is doing well

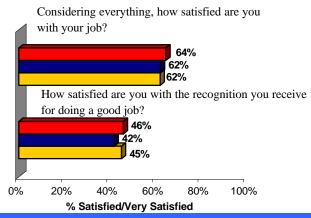
## In my organization: There are service goals aimed at meeting customer expectations. 72% 75% Supervisors/team leaders understand and support employees' family/personal life responsibilities Differences among individuals are respected and valued. 65% 62% A spirit of cooperation and teamwork exists in my immediate work unit. 60% 0% 20% 40% 60% 80% 100% % Agree/Strongly agree

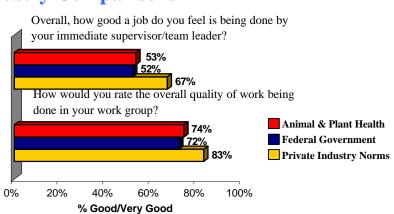
## Where the government needs improvement

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT



# **Private Industry Comparisons**





# **Reinventing the Government**

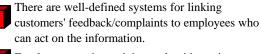
The survey asked people to indicate if they felt their organization put customers first, empowered them to get results, and cut red tape. The charts below compare the responses from employees in the Animal and Plant Health Inspection Service to the responses of all Federal employees who took the survey.

# Animal and Plant Health Inspection Service % Agree/Strongly Agree Puttin

72%

# **Putting Customers First**

There are service goals aimed at meeting customer expectations.



Employees receive training and guidance in providing high-quality customer service.

#### All Federal Employees

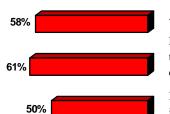


75%





## **Empowering Employees to Get Results**

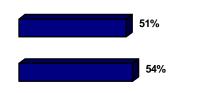


At the place I work, my opinions seem to count.

Employees receive the training they need to perform their interference on the interference of the

their jobs (for example, on-the-job training, conferences, workshops).

In the past 2 years, I have been given more flexibility in how I accomplish my work.



#### % To a Great Extent/To a Very Great Extent

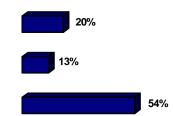
## **Cutting Red Tape**

Has your organization implemented simplified travel regulations?.

Has your organization streamlined the process for hiring employees?

Has the use of government credit cards for small purchases been implemented in your organization?

#### % To a Great Extent/To a Very Great Extent



# Organizations Participating in the Survey

#### Department of the Air Force Department of the Army

Department of the Navy

#### **Department of Defense**

Defense Logistics Agency

All Other Defense (not Army, Navy, Airforce)

#### **Department of Agriculture**

Forest Service

Food Safety and Inspection Service

Animal and Plant Health Inspection Service

Food and Consumer Services

All other Agriculture

#### **Department of Commerce**

National Oceanic & Atmospheric Administration

Patent and Trademark Office

Bureau of the Census

International Trade Administration

All other Commerce

#### **Department of Education**

Office of Post Secondary Education
All other Education

#### **Department of Energy**

#### **Department of Health and Human Services**

Food and Drug Administration

Health Care Financing Administration

Administration for Children and Families

All other HHS

#### **Department of Housing and Urban Development**

#### **Department of Interior**

National Park Service

All other Interior

#### **Department of Justice**

Immigration and Naturalization Service

All other Justice

#### Department of Labor

Occupational Safety & Health Administration All other Labor

#### **Department of State**

Bureau of Consular Affairs

All other State

#### **Department of Transportation**

Federal Aviation Administration

All other Transportation

#### **Department of Treasury**

Internal Revenue Service

U.S. Customs Service

Financial Management Service

All other Treasury

#### **Department of Veterans Affairs**

Veterans Health Administration

Veterans Benefits Administration

All other VA

#### **Environmental Protection Agency**

**Equal Employment Opportunity Commission** 

Federal Emergency Management Agency

General Service Administration

**National Aeronautics and Space Administration** 

**Small Business Administration** 

Social Security Administration

**U.S. Office of Personnel Management** 

For more information, see the National Partnership for Reinventing Government web page at: www.npr.gov.